

## Higher Education Review - guidance for providers on producing an action plan

### Background

Following the Higher Education Review, each provider is required to produce an action plan in response to the conclusions of the report. The action plan is intended to support the provider in the continuing development of its higher education provision by describing how it intends to take the findings of the Higher Education Review forward. Through its publication, the action plan constitutes a public record of the provider's commitment to take forward the findings of Higher Education Review, and so will promote greater confidence among students and other external stakeholders about the quality assurance of higher education at the provider.

This action plan should be produced jointly with student representatives, or representatives should be able to post their own commentary on the action plan. It should be signed off by the head of the provider and be published on the provider's website. A link to the report page on QAA's website should also be provided. Each provider will be expected to update the action plan annually, again in conjunction with student representatives, until actions have been completed, and post the updated plan to the provider's website.

We do not specify a template for the action plan because we recognise that each provider will have its own way of planning after the Higher Education Review, however, an example is provided below.

### Example action plan

<b>Recommendation, affirmation or good practice</b>	<b>Action to be taken</b>	<b>Date for completion</b>	<b>Action by</b>	<b>Success indicators</b>
Ensure that all higher education student representatives have access to training and ongoing support to ensure they can fulfil their roles effectively (Expectation B5)	Develop and implement a training programme and induction pack for higher education student representatives	July 2015	Senior Management Team	All new higher education student representatives receive an induction pack and undertake training prior to the first student staff liaison meeting

## **What we mean by these headings**

### **Recommendation, affirmation or good practice**

As identified by the review team and contained in the Higher Education Review report.

### **Action to be taken**

The provider should state how it proposes to address each of the recommendations, affirmations and good practice in this column. Actions should be specific, proportionate, measurable and targeted at the issue or problem identified by the review team.

### **Date for completion**

The provider should specify dates for when the actions proposed in the previous column will be completed within the timescale specified by the review team. The more specific the action, the easier it will be to set a realistic target date.

### **Action by**

The provider should identify the person or committee with responsibility for ensuring that the action has been taken. If a person is responsible, the action plan should state their role rather than their name.

### **Success indicators**

The provider should identify how it will know - and how it will demonstrate - that a recommendation, affirmation, or good practice has been successfully addressed. Again, if there is a specific action and a clear date for completion, it will be easier to identify suitable success indicators.